

Privacy statement

I. Company details

HyMatters Research & Consultancy B.V.

Chamber of Commerce No: 74969420

info@hymatters.com

www.hymatters.com

II. Personal data

HyMatters may process the following personal data:

- Trade name
- First name and surname
- Business address and postal address
- Chamber of Commerce number
- Telephone number (landline and mobile)
- Client number, assignment number, quote number and invoice number
- Payment details
- IP address

We have obtained the abovementioned personal data from you or from public registers, including the trade register of the Chamber of Commerce or other public sources (social media).

III. Purposes of the processing of personal data and retention period

HyMatters will only process your personal data when we are allowed to do so under the GDPR and we will do so for the purposes described below.

1. *Contact*

If you have contacted us via telephone, e-mail, post, the contact form on the website, WhatsApp or social media, we have received data from you. We will process this data in order to be able to respond to your message to us. In this case, we have a legitimate interest in processing the data we have received from you in this manner, for example in order to provide the right person with information and in order to guard our own legal position. We will process the data for a maximum period of 7 years, for example in order to be able to see the last contact moment, the issue it concerned and the response to it.

2. *Quotes*

If you request a quote from us, we will process your company and personal data in order to be able to send you a targeted quote. The statutory period for keeping records is 7 years. We will therefore use this retention period to be able to demonstrate what preceded an invoice. Furthermore, we will store the actual quotes, in order to be able to see whether you previously requested a quote from us and to see which conditions applied to this quote.

3. *Agreements*

If you enter into an agreement with us, other than an invoice or a quote, we will require your data for the processing of this agreement. We will process this data for a maximum period of 7 years or for the validity period of the agreement.

4. *Invoicing*

If you have provided us with an assignment, we will process the data required for the performance of the assignment and in order to be able to send you a targeted invoice. Upon payment, we will see from which account the payment originated and we will see the identity of the account holder. The statutory period for keeping records is 7 years. We will therefore use this retention period for invoices and payment details.

5. *Charting website traffic and website improvement*

General visitor data is tracked on the HyMatters website, including the IP address of your computer, the time of request and data sent by your browser. This data will be used for analyses of visitor and click behavior. HyMatters will subsequently be able to use this data to improve the operation of its website. This data will be anonymized.

IV. **Provision of personal data to third parties**

HyMatters may share your personal data with our data processors:

- Hosting of our website
- CRM system
- Accountant
- Payment services
- Delivery services
- Mail servers
- Telephone services

V. **Your rights**

HyMatters will be happy to inform you of the rights you have in terms of the processing of your personal data. If you want to exercise one of these rights or if you have any questions, please contact info@hymatters.com. HyMatters will respond to your request as soon as possible but within 4 weeks of your request.

1. *Viewing, amending or deleting data*

You have the right to view your personal data, or to have it corrected or deleted.

2. *Limitation of and objection to processing*

You have the right to request HyMatters to limit the processing of your personal data, for example when the data is no longer correct or when the processing is unlawful. In addition, you have the right to object to the processing of your personal data.

3. *Data portability*

You have the right to receive your personal data in a structured, standard and machine-readable form. This portability only applies to data processed by automated means

based on permission granted by you or the necessity for the performance of an agreement.

4. *Submitting a complaint*

If you believe that HyMatters handles your personal data incorrectly, you have the right to submit a complaint to the Dutch Data Protection Authority.

5. *Withdrawing permission*

If we have obtained your data for a specific purpose based on your permission, you can withdraw this permission at any time. Withdrawal of permission does not affect the lawfulness of the processing prior to the withdrawal.

VI. Cookies

In order to optimise the operation of the website, functional and analytical cookies are used which monitor the functionalities of our site and help us to analyse the site and improve it where necessary. A cookie is a small file that is sent with pages of this website and which is stored on the hard drive of your computer. The data stored therein can be sent back to our servers during a subsequent visit.

1. *Google Analytics*

We use Google Analytics because we are interested to know how our visitors use the website and how we can subsequently optimise the website. To this end, the service is used to place analytical cookies of Google. These Google Analytics cookies are stored for a maximum of 2 years. We have concluded a processor agreement with Google, which contains strict agreements on what can be monitored. We have not given Google permission to use the obtained data for other Google services. We have Google anonymize the IP addresses.

VII. Security

We have taken appropriate organisational and technical measures to secure personal data against loss or other forms of unlawful processing actions. These measures ensure a protection level that is appropriate to the data we process.

VIII. 8. Changes to this privacy statement.

HyMatters reserves the right to effect changes to this privacy statement. Any changes will be published on our website (www.hymatters.com). The date specified in the privacy statement on our website indicates the current version. You should therefore regularly consult our privacy statement, so that you are kept up to date with any changes.